

# Urgent Field Safety Notice

## SBN-CPS-2016-006

CPS / Coagulation  
Version 3  
22-March-2017

### Increased Stirring Speed of Multiplate® Analyzers Potentially Causing Low Recovery

<b>Product Name</b>	Multiplate® Analyzer
<b>GMMI / Part No</b>	06675069001
<b>Device Identifier</b>	
<b>Production Identifier (Lot No./Serial No.)</b>	See attachment 1, version 3
<b>SW Version</b>	n/a
<b>Type of Action</b>	Field Safety Corrective Action (FSCA)

Dear Valued Customer,

#### Description of Situation

In July 2016, we communicated that specific Multiplate stirrer boards, which were replaced for production by another type 7.5 years ago, may develop an increasing stirrer speed above specification. All channels are affected the same way. Too high stirrer speed correlates with a falsely decreased recovery and therefore may lead to falsely low patient results. 260 instruments were identified to be potentially affected by this issue. As a consequence of the residual medical risk associated with this issue, customers were advised not to use the affected analyzers for diagnostics purposes until the repair measures have been completed.

- Investigation has shown that the possible degree of elevated stirrer speed can be expected to vary from approximately 1150 RPM to 1580 RPM. Customers complained about a decreased recovery 70% (= bias - 30%). Investigation showed in maximum a reduced recovery of 80% (= bias -20%). The degree of decreased recovery is depending on assay as well. ADP, TRAP, ASPI are more affected than COL.
- Although no testing was performed for the RISTOtest and ADPtest HS, similar low recovery of platelet function test results is assumed for these tests. In addition for these two tests no cut off values exist. The occurrence of elevated stirrer speed beyond specification range on potentially affected analyzers in the market is unknown to date. Three complaints were received regarding decreased recovery due to the elevated stirrer speed. In case of falsely low patient results due to falsely decreased recovery of platelet function tests (ADPtest, ASPItest, TRAPtest, COLtest, RISTOtest ADP HS test) the platelet function in diagnostic measures may be incorrectly interpreted as impaired.

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- We follow the medical risk assessment provided by the Roche Safety Board. In case of falsely low recovery of platelet test results (ADPtest, ASPItest, TRAPtest, COLtest, RISTOtest ADP HS test), the patient's platelet function may be incorrectly interpreted as impaired. Most therapeutic decisions with respect to platelet function are taken in the context of clinical symptoms, other laboratory findings, and the assessment of platelet function is part of algorithms not solely based on a single laboratory result. Nevertheless In the worst case a decreased recovery of platelet function tests may lead to medically incorrect diagnostic measures and subsequently to incorrect therapeutic decisions. A medical risk cannot entirely be excluded. As a consequence of the residual medical risk associated with this issue, customers must be informed about the issue as directed in SBN-CPS-2016-006 v2 and must be advised not to use affected analyzers for diagnostics purposes until the repair measures has been completed.

Following the analysis of detailed information obtained by Roche field service representatives, we have identified additional potentially affected instruments. One instrument, previously reported to have been decommissioned, was found to be still active. This necessitated a check on all previously decommissioned instruments built before 2008. A further 34 decommissioned instruments were thus identified to be potentially affected.

## **Actions taken by Roche Diagnostics (if applicable)**

All customers using potentially affected Multiplate® analyzers listed in attachment 1 V3 will be informed via this FSN about the issue.

Customers with affected instruments will be advised not to use the affected analyzers for diagnostics purposes until the repair measures have been completed.

Customers with affected instruments will be contacted by Roche field service representatives to schedule the necessary repairs

## **Actions to be taken by the customer/user**

- Stop using the potentially affected Multiplate® Analyzer(s) as listed in attachment 1 V3 for diagnostic purposes
- You, as customer of one of the 34 potentially affected Multiplate® analyzers, will be contacted by your local Roche representative to verify that your individual analyzer is affected. If you are contacted by your local Roche representative, please provide the information requested regarding your potentially affected Multiplate® Analyzer.
- Your local Roche representative will schedule the necessary repair measures with you. Until then the affected Multiplate® Analyzer must not be used for diagnostic purposes.
- Multiplate® Analyzer(s) confirmed to be affected are only allowed be used for diagnostic purposes after the repair fix has been completed

## **Communication of this Field Safety Notice (if appropriate)**

This notice must be passed on to all those who need to be aware within your organization or to any organization/individual where the potentially affected devices have been distributed/supplied.

Please transfer this notice to other organizations/individuals on which this action has an impact.

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Please maintain awareness of this notice and resulting action for an appropriate period to ensure the effectiveness of the corrective action.

The undersigned confirms that this notice has been notified to the appropriate Regulatory Agency.

We apologize for any inconvenience this may cause and hope for your understanding and your support.

Best regards,

## Contact Details

*To be completed locally:*

Name

Title

Company Name

Address

Tel. +xx-xxx-xxxx xxxx

Email name@roche.com

Attachment 1, Version 3: List of potentially Affected Multiplate® Analyzers

*Attachment 1 v3–  
Increased Stirring Speed of Multiplate®  
Analyzers Potentially Causing Low  
Recovery, pot. affected instruments*



Analyzers potentially affected:

SN	SN	SN	SN
*100035	100273	100413	100452
*100051	100309	100423	100456
*100073	100354	100434	100459
100136	100365	100435	100461
100176	100366	100436	100462
100185	100392	100439	100463
100209	100395	100444	100466
100215	100405	100447	
100261	100411	100450	

\*: These instruments are labeled as serial number 0000XX or 1000XX